

NOAA Facilities Strategic Plan Operation and Maintenance Cost Concepts

Guidance on providing Facility Operations & Maintenance Questionnaire Data

Janitorial Services

- a) Contract costs for cleaning personnel including supervisors or managers and supplies, if included.
- b) Labor, fringes, and benefits for cleaning if provided in-house as opposed to contracted out as in a) above.
- c) Expenses of ordinary cleaning supplies and materials if separately purchased plus upkeep and replacement of cleaning equipment. All required items for both daytime and nighttime cleaning of offices, public areas, atriums, elevators, restrooms, windows, etc.
- d) Expenses of individuals firms contracted from outside the normal building staff to perform specified cleaning tasks. Might be everything from normal space cleaning to window washing, drapery, trash removal, and carpet cleaning. Includes other miscellaneous cleaning expenses.

Repairs and Maintenance

Maintenance work is required to preserve or restore buildings, grounds, utilities, and equipment to original conditions or such condition that it can be effectively used for its intended purpose is designated as maintenance work.

General Maintenance is unplanned maintenance of a nuisance nature requiring low levels of skill for correction is known as general maintenance. General maintenance problems are usually identified and reported by facilities users. Examples are: replacing lighting lamps; adjusting door closers; repairing hardware; tightening plumbing connections; and lubrication.

Routine Maintenance includes repair or replacement of obsolete, worn, broken, or inoperative building components or systems. This type of work may be scheduled repetitive work or may be a request of a non-emergency nature initiated by a building user. Examples include: building repairs (masonry, hardware, glazing, painting, floor and ceiling finishes, etc.); grounds maintenance; equipment adjustments; and contract services.

Preventive Maintenance is a planned and controlled program of periodic inspection, adjustment, lubrication, replacement of components, as well as performance testing and analysis comprises a preventive maintenance program. Examples include: mechanical equipment; motors; filter replacements; emergency generators; cooling towers; and detection equipment.

Emergency Maintenance is unscheduled work that requires immediate action-to restore services or remove problems that could interrupt activities-is labeled emergency maintenance. Examples include: loss of electrical power, water, heat, or cooling; accumulation of ice or snow; and building failures representing hazards to personnel or equipment.

Provide the General, Routine, Preventative, and Emergency Facility Maintenance Costs as follows:

a) Contract costs for maintenance, repair, and building engineering personnel including supervisors or managers and equipment, if included. Includes repairs, maintenance, supplies, and upkeep expense for:

1. Elevator contract services and supplies/materials.
2. HVAC contract services and supplies/materials.
3. Electrical contract services and supplies/materials.
4. Structural/roof contract services and supplies/materials.
5. Plumbing contract.
6. Fire and life safety contract services and supplies/materials.
7. Exterior maintenance of the building such as landscaping, snow removal, parking lot repairs, site signage, site lighting, etc.
8. Roads, Grounds, & Security.

b) Payroll, taxes and fringe benefits for directly employed operating engineers and maintenance personnel, if provided in-house as opposed to contracted out as in a) above.

c) Expenses of individuals/firms contracted from outside the normal building staff to perform specified cleaning tasks. Includes miscellaneous supplies and equipment.

d) Renovations/Modifications is maintenance work describing changes to a basic facility or component to accommodate a new function. Renovation or modification work is initiated by a maintenance department or by the user. Examples include: reconfigurations of space to meet new requirements; modernization of space; and reducing operating costs of a facility.

e) Deferred Maintenance is work that has been deferred on a planned or unplanned basis due to lack of funds in an annual budget cycle is known as deferred maintenance. For example, roof replacements, major building renovations, mechanical equipment, underground utilities, and roads and walkways are projects which are often deferred to the next annual cycle. List costs if available.

Utilities

Contains the expense categories of electricity, gas, fuel oil, purchased steam, purchased chilled water, coal and water & sewer.

Administrative Expenses

Includes expenses directly connected with administration of the building. Exclude general maintenance/operating costs and leasing expenses.

a) Expense for Building Management Service Contracts.

b) Labor, fringes, and benefits for management if provided in-house as opposed to contracted out as in a) above.

c) Miscellaneous contracts and supplies.

Taxes and Insurance

- a) Real estate taxes.
- b) Any kind of insurance paid for facility usage or occupancy.
- c) Personal property tax expense.
- d) Any kind of annual or periodic tax, excise tax, gross sales tax, or leasing tax.